

**IN THE SPECIFICATION:**

Please replace the first full paragraph of specification at page 1, lines 4 to 10 with the following replacement paragraph:

This application is a continuation of U.S. patent application Serial No. 09/652,346 filed August 31, 2000, entitled "Call Management Implemented Using Call Routing Engine" now U.S. Patent No. 6,674,852. This application is also related to copending U.S. Patent Application Serial No 09/652,335, now U.S. Patent No. 6,801,613, issued on Oct 5<sup>th</sup>, 2004. (yet to be assigned, Atty. Docket No. 112025-427), entitled "Associating Call Appearance With Data Associated With Call," and to copending U.S. Patent Application Serial No. 09/652,445, now U.S Patent No. 6,690,789, issued on Feb. 10<sup>th</sup>, 2004 (yet to be assigned, Atty. Docket No. 112025-437), entitled "Fault Tolerant Telephony Control." Each of these copending applications is being filed concurrently with the subject application, is assigned to the Assignee of the subject application, and is hereby incorporated herein by reference in its entirety.